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1. As a project manager, you're overseeing the launch of a new product: a portable, solar-powered stove. Before beginning the project, you set a criteria for the desired outcome: It must maintain a specific cooking temperature for a set period of time. Which quality management concept does this criteria represent? 0 / 1 point

- ☒ Quality planning
- ☐ Assurance planning
- ☐ Quality control
- ☐ Quality standards

☒ Incorrect
Please review [the video on quality management](#)[↗].

2. Which quality management concept must be well-defined at the beginning of the project to help avoid rework and schedule delays? 1 / 1 point

- ☒ Quality standards
- ☐ Quality assurance
- ☐ Quality control
- ☐ Quality action

☒ Correct

3. As a project manager, you learn that a product is behind schedule. After communicating the delay to the customer, you listen to their frustrations, address them, and find a solution beneficial for both of you. Which soft skill does this represent? 1 / 1 point

- ☐ Work ethic
- ☐ Trust-building
- ☒ Empathetic listening
- ☐ Networking

☒ Correct

4. As a project manager, you're doing a user acceptance test (UAT) to test your product. You present your users with the visual mockup of the product and walk them through each step they need to take to use the product. What UAT quality control step does this scenario represent? 1 / 1 point
- ☐ Edge case journey
 - ☐ User story
 - ☒ Critical user journey
 - ☐ Acceptance criteria
- ☒ Correct
5. A project manager considers process improvements. They realize that the packaging the product ships in is causes a high percentage of the products to break. They believe that by using stronger packaging, less products will break. What is another term for this belief? 1 / 1 point
- ☐ Variable
 - ☐ Research
 - ☐ Control
 - ☒ Hypothesis
- ☒ Correct
6. As a project manager, you use the DMAIC framework to improve customer experiences. You identify the resources you need and write a project timeline. What DMAIC step are you applying? 1 / 1 point
- ☐ Control
 - ☐ Analyze
 - ☒ Define
 - ☐ Measure
- ☒ Correct
7. As a project manager, you've heard back from a customer who is not happy with product your company delivered. You decide to apply the PDCA process to fix the problem. What should you do in the first step of this process? 1 / 1 point
- ☒ Identify the root cause and brainstorm solutions
 - ☐ Fix the problem
 - ☐ Compare results to the goal to find out if the problem is fixed
 - ☐ Fine-tune the fix

✓ Correct

8. Which parts of a company ecosystem rely on continuous improvement to have collective and separate successes? Select all that apply.

1 / 1 point

✓ Programs

✓ Correct

✓ Portfolios

✓ Correct

☐ Performances

✓ Projects

✓ Correct

9. Which of the following is a retrospective best practice?

1 / 1 point

- ☒ Change perspectives so that the team can better understand another person's point of view
- ☐ Focus on more negative aspects than positive so the team can improve more quickly
- ☐ Use "you" language to communicate clearly and reduce confusion across the team
- ☐ Assign blame so teammates know who did what wrong

✓ Correct

10. During your team's sprint, there was a disagreement with another team which caused a missed deadline. What tactic should you use in the future to resolve the issue without further friction between teams?

0 / 1 point

- ☐ Get the program manager involved
- ☒ Get everyone on the team together and discuss what happened
- ☐ Encourage anonymous or private feedback
- ☐ Let stakeholders give feedback so the team can get a different perspective

✗ Incorrect

Please review [the video on conducting a retrospective](#).